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on December 1, 2006.

**PATENT**  
Attorney Docket No.: 026595-004800US

TOWNSEND and TOWNSEND and CREW LLP

By: /connie larson/  
Connie Larson

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Robert Staggs

Application No.: 10/783,715

Filed: February 19, 2004

For: METHODS AND SYSTEMS FOR  
PROVIDING PERSONALIZED  
FREQUENTLY ASKED QUESTIONS

Customer No.: 20350

Confirmation No. 5593

Examiner: Metjahic, Safet

Technology Center/Art Unit: 2161

**AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed September 6, 2006, please enter the following amendments and remarks:

**Amendments to the Abstract** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks** begin on page 7 of this paper.